

APPENDIX A

KEY FINDINGS FOR REGION 7/8: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

Table 2.2 TRICARE Prime Enrollees' Levels of Satisfaction with Prime in Mature TRICARE Regions Only Percent of Beneficiaries Enrolled in TRICARE Prime			
	Percent satisfied with health care under TRICARE Prime		
	Agree or strongly agree	Neither agree nor disagree	Disagree or strongly disagree
Region 3	50.9	34.5	14.6
Region 4	51.5	30.6	17.9
Region 6	51.3	32.0	16.7
Region 7/8	44.3	36.9	18.8
Region 9	56.8	32.3	10.9
Region 10	59.2	27.7	13.1
Region 11	57.8	27.3	14.9
Region 12	56.5	29.4	14.2
MHS Average	51.5	32.7	15.8
Total population	194,339	402,486	632,476

Table 2.3 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 7/8 by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Active duty personnel	55.3	81.6
Active duty family members	54.6	79.5
Retirees, survivors, and family under age 65	59.2	81.8
Retirees, survivors, and family age 65 or over	59.9	83.4
Region 7/8 overall	57.0	82.0
Mean, all regions	58.9	82.7
Total population in Region 7/8	480,297	533,130

Table 2.4 Intention to Enroll or Re-enroll in TRICARE Prime in Region 7/8, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE			
	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	55.8	22.9	21.3
Non-active duty	69.5	14.0	16.5
Not enrolled in TRICARE Prime			
Under age 65	13.0	22.5	64.4
Age 65 or over	3.3	15.1	81.6
Region 7/8 overall	43.2	18.9	37.9
Mean, all regions	41.4	NA	NA
Total population in Region 7/8	227,660	99,743	200,012

Table 2.5 TRICARE Prime Enrollees Satisfied with Their Care in Region 7/8 by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime		
	Primary Care Manager	
	Military	Civilian
Region 7/8	45.3	44.9
Mean, all regions	49.3	56.3
Total population in Region 7/8	222,692	38,600

ACCESS TO HEALTH CARE

Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 7/8 by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	20.9
Non-active duty	25.0
Not enrolled in TRICARE Prime	
Under age 65	16.2
Age 65 or over	16.6
Region 7/8 overall	19.9
MHS Average	17.2
Total population in Region 7/8	334,324

Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 7/8 by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 8 days	51.0	67.7
Waited 8 - 30 days	43.5	25.6
Waited > 30 days	5.5	6.7
Not enrolled		
Waited < 8 days	39.1	62.2
Waited 8 - 30 days	49.2	31.1
Waited > 30 days	11.7	6.7
MHS Average		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
Total population in Region 7/8	480,297	533,130

Table 3.3		
Waiting Time in Provider's Office in Region 7/8, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 30 minutes	74.4	84.8
Waited 30 minutes to 1 hour	18.1	10.9
Waited > 1 hour	7.5	4.2
Not enrolled		
Waited < 30 minutes	66.8	86.3
Waited 30 minutes to 1 hour	22.9	11.6
Waited > 1 hour	10.4	2.1
MHS Average		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
Total population in Region 7/8	480,297	533,130

Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 7/8 Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months	
	Percent reporting the reason
Never try to use MTF	23.8
No care needed in past 12 months	12.7
MTF is too far away	36.9
Hard to get an appointment at MTF	29.6
Can't see the same provider each visit	14.1
MTF usually used is closed	10.0
Needed services not available	12.2
Better care at civilian provider	21.0
Ineligible for military care	9.1
No appointment available for beneficiary like me	15.1
Difficult to find a parking space	0.9
Other	15.4
Total population in Region 7/8	498,353

KNOWLEDGE OF TRICARE AND TRICARE PRIME

Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

Table 4.2 Beneficiaries in Region 7/8 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE	
	Percent reporting unclear information
Active duty personnel	25.2
Active duty family members	22.7
Retirees, survivors, and family under age 65	35.9
Retirees, survivors, and family age 65 or over	47.0
Region 7/8 overall	31.8
Mean, all regions	33.9
Total population in Region 7/8	531,390

Table 4.3 Sources of Information About TRICARE in Region 7/8 Percent of Beneficiaries Reporting Knowing Something About TRICARE	
Source	Percent reporting the source
TRICARE presentation	35.8
Information package	64.0
Military doctor	15.6
Civilian doctor	4.7
TRICARE information number	18.2
Military base newspaper	33.1
Regular newspaper	9.4
Friends/neighbors	27.8
TRICARE service center	22.0
Radio/TV	1.7
Other source	21.7
Total population in Region 7/8	555,419

SOURCES OF HEALTH CARE

Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 7/8 by Beneficiary Group	
	Percent using military pharmacy
Active duty personnel	8.3
Active duty family members	21.1
Retirees, survivors, and family under age 65	28.7
Retirees, survivors, and family age 65 or over	46.1
Region 7/8 overall	27.0
Mean, all regions	25.0
Total population in Region 7/8	815,821

Table 5.2 Usual Source of Care for Beneficiaries in Region 7/8 Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care			
	Percent using the given type of facility		
	Military	Civilian	Other
Active duty personnel	89.6	8.8	1.6
Active duty family members	77.1	20.5	2.5
Retirees, survivors, and family under age 65	28.7	67.1	4.2
Retirees, survivors, and family age 65 or over	11.7	80.6	7.7
Region 7/8 overall	43.9	51.9	4.2
Mean, all regions	46.5	49.4	4.1
Total population in Region 7/8	315,403	373,506	30,183

USE OF HEALTH CARE

Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Region 7/8 by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given number of visits	
	MTF	CTF
Enrolled		
0 visits	9.0	16.6
1 - 5 visits	58.8	57.5
6 + visits	32.2	25.9
Not enrolled		
0 visits	38.1	4.6
1 - 5 visits	45.5	47.7
6 + visits	16.4	47.8
MHS Average		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
Total population in Region 7/8	390,736	415,910

USE OF PREVENTIVE SERVICES

Table 7.1 Blood Pressure Readings by Enrollment Status in Region 7/8 Percent of All Beneficiaries	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	97.0
Non-active duty	96.9
Not enrolled in TRICARE Prime	
Under age 65	95.0
Age 65 or over	97.2
Region 7/8 overall	96.3
Mean, all regions	96.3
Total population in Region 7/8	824,638

Table 7.2 Cholesterol Screening by Enrollment Status in Region 7/8 Percent of All Beneficiaries	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	77.0
Non-active duty	70.3
Not enrolled in TRICARE Prime	
Under age 65	78.1
Age 65 or over	92.8
Region 7/8 overall	78.6
Mean, all regions	80.8
Total population in Region 7/8	822,539

Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over	
	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

Table 7.4 Pap Smears by Enrollment Status in Region 7/8 Percent of Female Beneficiaries			
	Percent reporting exam with Pap smear during given time period		
	Within 3 years	3 years +	Never
Enrolled in TRICARE Prime			
Active duty	94.0	2.8	3.1
Non-active duty	91.7	7.4	0.9
Not enrolled in TRICARE Prime			
Under age 65	84.7	13.3	2.0
Age 65 or over	78.9	19.3	1.8
Region 7/8 overall	87.2	11.2	1.6
Mean, all regions	87.5	10.7	1.8
Total population in Region 7/8	362,543	46,491	6,842

Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

Table 7.6 Prostate Screening by Enrollment Status in Region 7/8 Percent of Male Beneficiaries Age 50 or Over			
	Percent reporting prostate screening		
	Within past 2 years	2 years +	Never
Enrolled in TRICARE Prime			
Active duty	70.3	25.1	4.6
Non-active duty	73.0	22.1	4.9
Not enrolled in TRICARE Prime			
Under age 65	66.4	24.4	9.2
Age 65 or over	85.1	11.0	3.9
Region 7/8 overall	75.4	18.4	6.2
Mean, all regions	77.8	NA	NA
Total population in Region 7/8	157,986	38,651	12,936

ENROLLMENT AND BENEFICIARY HEALTH STATUS

Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE			
	Percent reporting given enrollment status		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 7/8	53.0	39.9	7.0
Average of new TRICARE regions	49.8	42.8	7.5
Total population in Region 7/8	288,711	217,435	38,151

Table 8.2 Composite Scores of Physical Health by Enrollment Status in Region 7/8 Percent of All Beneficiaries	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	45.1
Non-active duty	57.3
Not enrolled in TRICARE Prime	
Under age 65	52.7
Age 65 or over	52.6
Region 7/8 overall	52.3
Mean, all regions	51.0
Total population in Region 7/8	794,441

PERFORMANCE IMPROVEMENT PLAN

Table 9.1 Performance Improvement Plan for Region 7/8		
	Importance	Percent excellent or very good
Convenience of location of treatment	0.232880	56.25655
Convenience of hours	0.298144	39.60859
Access to health care whenever you need it	0.384046	28.40198
Access to a specialist if you need one	0.368864	21.91495
Access to hospital care if you need it	0.369845	34.20337
Access to medical care in an emergency	0.305795	38.36207
Ease of making appointments for health care by phone	0.327893	26.14508
Length of time you wait at office to see the provider	0.335654	27.82215
Length of time between making an appointment for routine care and day of visit	0.335120	24.80864
Availability of health care information or advice by phone	0.319486	24.68714
Services available for getting prescriptions filled	0.248862	57.90349
Thoroughness of examination	0.418922	40.37643
Ability to diagnose my health care problems	0.413995	36.89122
Skill of health care providers	0.427446	44.08038
Thoroughness of treatment	0.441894	39.19965
The outcomes of your health care (how much you are helped)	0.437488	38.90982
Overall quality of health care	0.492401	38.42162
Provider's explanation of health care procedures	0.440707	41.51616
Provider's explanation of medical tests	0.420268	41.53772
Attention provider gives to what you have to say	0.432551	41.51932
Advice provider gives you about ways to avoid illness and stay healthy	0.403115	36.78332
Courtesy shown to you by administrative staff (e.g., receptionists)	0.316036	43.49576
Courtesy shown to you by health care providers	0.397954	51.23047
Provider's concern for you as a person	0.426240	43.47639
Provider's concern for your privacy	0.356282	51.09853
Reassurance and support offered to you by health care providers	0.425348	34.67742
Amount of time with health care providers during a visit	0.382462	31.13270
Ability to choose health care providers	0.328567	18.18413
Ease of seeing the provider of your choice	0.341796	19.34251
Health care providers' personal interest in the outcome of your problem	0.389903	32.03973
Protection you have against financial hardship due to medical expenses	0.279556	29.86412
Help with arrangements to get the health care you need without financial problems	0.302776	25.63470
Ease of parking	0.159603	40.63425